Learning Paths by Persona

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Implementer Learning Paths
Implementer Learning Path
Customer Service Management (CSM)

Select Product Line

- CSM
- DevOps
- FSM
- GRC
- HRSD
- ITAM
- ITBM
- ITOM
- ITSM
- PaaS
- SecOps

Select Product Line

- CSM Fundamentals (2-days ILT)
- CSM Implementation (2-days ILT)
- CSM Fundamentals (3-days ILT)
- CSM Fundamentals (On Demand)
- CSM Implementation (On Demand)

Additional Recommended
- Communities Implementation (On Demand)
- CSM with Service Management for BPCs (On Demand)
- CSM with Service Management for Implementers (On Demand)

Required to achieve ‘Professional’
- CIS-CSM
- Predictive Intelligence (On Demand)
- Performance Analytics Essentials (On Demand)
- Virtual Agent (On Demand)

Micro-Certification (Coming Soon)

Implementer

ServiceNow Fundamentals (3-days ILT)
- ServiceNow Platform Implementation (3-days ILT)
- ServiceNow Fundamentals (On Demand)
- ServiceNow Platform Subscription Model (Coming Soon)
- ServiceNow Implementation Methodology (SIM) Fundamentals (On Demand)

Ongoing Delta testing

CIS-CSM Voucher

Mainline certification questions are sourced from all courses between the product line selection and the exam.

Additional Acronyms
BPC: Business Process Consultants
CIS: Certified Implementation Specialist
ILT: Instructor-led Training

*Mainline certification questions are sourced from all courses between the product line selection and the exam.*
Implementer Learning Path

DevOps

Select Product Line

- CSM
- FSM
- GRC
- HRSD
- ITAM
- ITBM
- ITOM
- ITSM
- PaaS
- SecOps
- DevOps

Select Product Line

- ITSM Fundamentals (2-day ILT)
- Flow Designer Fundamentals (On Demand)
- Performance Analytics Essentials (On Demand)
- DevOps Fundamentals and Implementation (Coming in Orlando)

Additional Recommended Courses

- Automated Test Framework (ATF) Fundamentals (On Demand)
- Integration Hub Fundamentals (On Demand)

Suggested Reading

- The Phoenix Project: A Novel about IT, DevOps, and Helping Your Business Win by Gene Kim

Important Notes

- Mainline certification questions are sourced from all courses between the product line selection and the exam.
- ITL: Instructor-led Training

Additional Acronyms

- ILT: Instructor-led Training
- SIM: ServiceNow Implementation Methodology
- PaaS: Platform as a Service
Implementer Learning Path

Field Service Management (FSM)

Select Product Line

- CSM
- DevOps
- GRC
- HRSD
- ITAM
- ITBM
- ITOM
- ITSM
- PaaS
- SecOps
- FSM

ServiceNow Fundamentals (3-days ILT)

- OR -

ServiceNow Platform Implementation (3-days ILT)

ServiceNow Implementation Methodology (SIM) Fundamentals (On Demand)

ServiceNow Platform Subscription Model (Coming Soon)

Micro-Certification (Coming Soon)

Implementer

Auxiliary Learning Paths

Select Product Line

- FSM Fundamentals (2-days ILT)
- Mobile Development Fundamentals (On Demand)
- FSM Implementation (2-days ILT) CIS-FSM Voucher

Ongoing Delta testing

Additional Recommended

- CSM Fundamentals (2-day ILT)
- CSM Implementation (2-day ILT)
- Knowledge Management Fundamentals (On Demand)
- Performance Analytics Essentials (On Demand)

* Mainline certification questions are sourced from all courses between the product line selection and the exam.

Additional Acronyms

CIS: Certified Implementation Specialist
CSM: Customer Service Management
ILT: Instructor-led Training

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Implementer Learning Path

Governance, Risk & Compliance (GRC)

Select Product Line

- CSM
- DevOps
- FSM
- GRC
- HRSD
- ITAM
- ITBM
- ITOM
- ITSM
- PaaS
- SecOps

ServiceNow Fundamentals (3-days ILT)
- ServiceNow Platform Implementation (3-days ILT)
- ServiceNow Implementation Methodology (SIM) Fundamentals (On Demand)
- ServiceNow Platform Subscription Model (Coming Soon)
- Micro-Certification (Coming Soon)

Implementer

- GRC Fundamentals (2-days ILT)
- Risk & Compliance (RC) Implementation (2-days ILT) CIS-RC Voucher
- Audit Management (On Demand)
- CIS-RC Voucher
- Ongoing Delta testing

CIS-RC Voucher

Vendor Risk Management (VRM) Implementation (2-days ILT) CIS-VRM Voucher
- Vendor Risk Mgmt (VRM) Fundamentals (On Demand)
- Vendor Risk Management (VRM) Fundamentals (On Demand)

Additional Acronyms
- CIS: Certified Implementation Specialist
- ILT: Instructor-led Training

Addisonal Recommended
- Automated Test Framework (ATF) Fundamentals (On Demand)
- Knowledge Management Fundamentals (On Demand)
- Performance Analytics Essentials (On Demand)
- Service Portal Fundamentals (2-day ILT)

Mainline certification questions are sourced from all courses between the product line selection and the exam.

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Implementer Learning Path

Human Resources Service Delivery (HRSD)

Select Product Line

- CSM
- DevOps
- FSM
- GRC
- HRSD
- ITAM
- ITBM
- ITOM
- ITSM
- PaaS
- SecOps

ServiceNow Fundamentals (3-days ILT)
- OR -
ServiceNow Platform Implementation (3-days ILT)

ServiceNow Implementation Methodology (SIM) Fundamentals (On Demand)

ServiceNow Platform Subscription Model (Coming Soon)

HR Fundamentals (2-days ILT)

HR Implementation (2-days ILT)
CIS-HR Voucher

CIS-HR

HRSD Professional
Required to achieve ‘Professional’
- CIS-HR
- Predictive Intelligence (On Demand)
- Virtual Agent (On Demand)

HRSD Enterprise
Required to achieve ‘Enterprise’
- CIS-HR
- Predictive Intelligence (On Demand)
- Virtual Agent (On Demand)
- Lifecycle Events (On Demand)

Micro-Certification (Coming Soon)

Ongoing Delta testing

* Mainline certification questions are sourced from all courses between the product line selection and the exam

Additional Acronyms
CIS: Certified Implementation Specialist
ILT: Instructor-led Training

Additional Recommended
- Configuring HR Integrations (On Demand)
- Localization Fundamentals (On Demand)
- Performance Analytics Fundamentals (2-days ILT)
- Performance Analytics Advanced (2-days ILT)
- Service Portal Fundamentals (2-days ILT)
Implementer Learning Path

IT Asset Management (ITAM)

Select Product Line

- CSM
- DevOps
- FSM
- GRC
- HRSD
- ITAM
- ITBM
- ITOM
- ITSM
- PaaS
- SecOps

ServiceNow Fundamentals (3-days ILT)
- OR -
ServiceNow Platform Implementation (On Demand)

ServiceNow Implementation Methodology (SIM) Fundamentals (On Demand)

ServiceNow Platform Subscription Model (Coming Soon)

Micro-Certification (Coming Soon)

Hardware Asset Management (HAM) Fundamentals (3-days ILT)

Hardware Asset Management (HAM) Fundamentals Simulator

Software Asset Management (SAM) Fundamentals (3-days ILT)

Software Asset Management (SAM) Implementation Simulator

Asset Model Management (On Demand)

Asset Model Mgmt (Micro-certification)

CIS-SAM Voucher

Additional Recommended
- SAM: Integration with SCCM for Reclamation and Distribution (On Demand)
- Discovery Basics for SAM (On Demand)

* Mainline certification questions are sourced from all courses between the product line selection and the exam

Additional Acronyms
CIS: Certified Implementation Specialist
ILT: Instructor-led Training
SCCM: Microsoft System Center Configuration Manager
Implementer Learning Path
IT Business Management (ITBM)

Select Product Line
- CSM
- DevOps
- FSM
- GRC
- HRSD
- ITAM
- ITBM
- ITOM
- ITSM
- PaaS
- SecOps

ServiceNow Fundamentals (3-days ILT)
- OR -
ServiceNow Platform Implementation (3-days ILT)
ServiceNow Implementation Methodology (SIM) Fundamentals (On Demand)
ServiceNow Platform Subscription Model (Coming Soon)
Micro-Certification (Coming Soon)

Implementer

Select Product Line
- Agile Development 2.0 and Test Management 2.0 (On Demand)
- Performance Analytics Essentials (On Demand)
- PPM Fundamentals (2-days ILT)
- PPM Implementation (On Demand) CIS-PPM Voucher
- PPM Implementation Simulator
- PPM Implementation (On Demand) CIS-PPM Voucher
- Performance Analytics Essentials (On Demand)
- Performance Analytics Essentials (On Demand)
- CIS-APM
- Ongoing Delta testing
- CIS-PPM
- Ongoing Delta testing

* Mainline certification questions are sourced from all courses between the product line selection and the exam

Additional Acronyms
CIS: Certified Implementation Specialist
ILT: Instructor-led Training
PPM: Project Portfolio Management

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Implementer Learning Path

IT Operations Management (ITOM)

Select Product Line

- CSM
- DevOps
- FSM
- GRC
- HRSD
- ITAM
- ITBM
- ITOM
- ITSM
- PaaS
- SecOps

ServiceNow Fundamentals (3-days ILT)

- ServiceNow Platform Implementation (3-days ILT)

ServiceNow Fundamentals (On Demand)

ServiceNow Implementation Methodology (SIM) Fundamentals (On Demand)

ServiceNow Platform Subscription Model (Coming Soon)

Micro-Certification (Coming Soon)

Select Product Line

Discovery Fundamentals (3-days ILT)

CIS-Disco Voucher

CIS-Disco

Ongoing Delta testing

CIS-EM Voucher

CIS-EM

Ongoing Delta testing

Service Mapping (SM) Fundamentals (3-days ILT)

CIS-SM Voucher

CIS-SM

Ongoing Delta testing

Cloud Management (CM) Fundamentals (3-days ILT)

CIS-CM Voucher

CIS-CM

Ongoing Delta testing

Operational Intelligence Fundamentals (On Demand)

Additional Recommended

- ITOM Storage Discovery (On Demand)
- CMDB Fundamentals (On Demand)
- Discovery Extras (On Demand)

Additional Recommended

- CMDB Fundamentals (On Demand)

Additional Recommended

- ITOM Storage Discovery (On Demand)
- CMDB Fundamentals (On Demand)

Additional Recommended

- CMDB Fundamentals (On Demand)

Additional Recommended

- Configuring Cloud Management for IP Address Management (On Demand)
- Cloud Insights

Mainline certification questions are sourced from all courses between the product line selection and the exam.

Additional Acronyms

CIS: Certified Implementation Specialist
CMDB: Configuration Management Database
ILT: Instructor-led Training

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Implementer Learning Path
IT Service Management (ITSM)

Select Product Line
- CSM
- DevOps
- FSM
- GRC
- HRSD
- ITAM
- ITBM
- ITOM
- ITSM
- Paas
- SecOps

Select Product Line
- ServiceNow Fundamentals (3-days ILT)
  - OR -
  - ServiceNow Implementation Methodology (SIM) Fundamentals (On Demand)
- ServiceNow Platform Implementation (3-days ILT)

Micro-Certification (Coming Soon)

Implementer

ServiceNow Fundamentals (3-days ILT)
ServiceNow Platform Implementation (3-days ILT)

CIS-ITSM Voucher
ITSM Professional
Required to achieve ‘Professional’
- CIS-ITSM
- Predictive Intelligence (On Demand)
- Performance Analytics Essentials (On Demand)
- Virtual Agent (On Demand)

Additional Recommended
- Automated Test Framework (ATF) Fundamentals (On Demand)
- Knowledge Management Fundamentals (On Demand)
- Major Incident Management (On Demand)
- Mobile Development Fundamentals (On Demand)
- Service Portal Fundamentals (2-days ILT)

Mainline certification questions are sourced from all courses between the product line selection and the exam.

Additional Acronyms
CIS: Certified Implementation Specialist
ILT: Instructor-led Training
Implementer Learning Path

Platform as a Service (PaaS) – Custom Application Development

Select Product Line

- CSM
- DevOps
- FSM
- GRC
- HRSD
- ITAM
- ITBM
- ITOM
- ITSM
- PaaS
- SecOps

Select Product Line

- ServiceNow Fundamentals (3-days ILT)
  - OR –
  - ServiceNow Platform Implementation (3-days ILT)

Implementer Learning Path

- ServiceNow Implementation Methodology (SIM) Fundamentals (On Demand)
- ServiceNow Platform Subscription Model (Coming Soon)
- Micro-Certification (Coming Soon)

Ongoing Delta testing

Additional Recommended

- Mobile Development Fundamentals (On Demand)
- Performance Analytics Essentials (On Demand)
- Service Portal Fundamentals (2-day ILT)
- Service Portal Advanced (2-day ILT)

Additional Acronyms

ILT: Instructor-led Training

* Mainline certification questions are sourced from all courses between the product line selection and the exam.

Certified Application Developer (CAD) (Coming Soon)
Implementer Learning Path

Security Operations (SecOps)

Select Product Line

- CSM
- DevOps
- FSM
- GRC
- HRSD
- ITAM
- ITBM
- ITOM
- ITSM
- PaaS
- SecOps

Security Operations Fundamentals (2-days ILT)

- Security Incident Response (SIR) Implementation (2-days ILT)
  - CIS-SIR Voucher

Ongoing Delta testing

Additional Recommended

- Automated Test Framework (ATF) Fundamentals (On Demand)
- Flow Designer Fundamentals (On Demand)
- IntegrationHub Fundamentals (On Demand)
- Mobile Development Fundamentals (On Demand)
- Service Portal Fundamentals (2-day ILT)

Micro-Certification (Coming Soon)

- CIS-VR Voucher

Ongoing Delta testing

Mainline certification questions are sourced from all courses between the product line selection and the exam.

Additional Acronyms

CIS: Certified Implementation Specialist
ILT: Instructor-led Training

*Mainline certification questions are sourced from all courses between the product line selection and the exam.*

**Select Product Line**
- FSM
- GRC
- HRSD
- ITAM
- ITBM
- ITOM
- ITSM
- PaaS
- SecOps

**Mainline certification questions are sourced from all courses between the product line selection and the exam.**

**Additional Acronyms**

CIS: Certified Implementation Specialist
ILT: Instructor-led Training
System Administrator Learning Path
System Administrator Learning Path

System Administrator

ServiceNow Fundamentals (3-days ILT)
• OR – ServiceNow Fundamentals (On Demand)
• Ongoing Delta testing

Certified System Administrator (CSA)

System Administration Advanced (2-days ILT)

ServiceNow Upgrade Essentials
• Upgrade Skipped Records (On Demand)
• Automated Test Framework (ATF) Fundamentals (On Demand)
• Using Debug Upgrade (On Demand)

ServiceNow Platform Subscription Model (Coming Soon)

Micro-Certification (Coming Soon)

Additional Recommended
• Performance Analytics Essentials (On Demand)
• Scripting in ServiceNow Fundamentals (3-day ITL)
• Application Development Fundamentals (3-day ITL)
• Implementation classes as products are activated in your organization

Micro-Certification (Coming Soon)
Developer Learning Paths
Application Developer Learning Path

No-Code Developer

- ServiceNow Fundamentals (3-days ILT)
- OR -
  ServiceNow Fundamentals (On Demand)

No-Code Application Development (On Demand)
Application Developer Learning Path
Low/Pro-Code Developer

**Applications**
- Scripting in ServiceNow Fundamentals (3-days ILT)
- Application Development Fundamentals (3-days ILT)
  - CAD Voucher
- Certified Application Developer (CAD)
  - Ongoing Delta testing

**Integrations**
- Flow Designer Fundamentals (On Demand)
- IntegrationHub Fundamentals (On Demand)

**Additional Recommended**
- IntegrationHub Fundamentals (On Demand)
- Mobile Development Fundamentals (On Demand)
- Performance Analytics Essentials (On Demand)
- Service Portal Fundamentals (2-days ILT)
- Service Portal Advanced (2-days ILT)

**Additional Recommended**
- Scripting in ServiceNow Fundamentals (3-days ILT)
- Application Development Fundamentals (3-days ILT)

*Mainline certification questions are sourced from all courses between the product line selection and the exam*

**Additional Acronyms**
ILT: Instructor-led Training
Application Specialist Learning Paths
Application Specialist Learning Path
Performance Analytics (PA)

- ServiceNow Fundamentals (3-days ILT)
  - OR -
  ServiceNow Fundamentals (On Demand)
  - Micro-Certification (MC)
- Performance Analytics Essentials (On Demand)
- Performance Analytics Fundamentals (2-days ILT)
- Responsive Dashboards (On Demand)
- Performance Analytics Widgets (On Demand)
- Performance Analytics Advanced (2-days ILT)
  - CAS-PA Voucher
- Hands on practice with the application including Implementation experience
- Certified Application Specialist (CAS-PA)
  - Ongoing Delta testing

* Mainline certification questions are sourced from all courses between the product line selection and the exam.

Additional Acronyms
CAS: Certified Application Specialist
ILT: Instructor-led Training
Application Specialist Learning Path

Service Portal

Additional Acronyms
ILT: Instructor-led Training

Application Specialist

- ServiceNow Fundamentals (3-days ILT)
  - OR -
  - ServiceNow Fundamentals (On Demand)

- Scripting in ServiceNow Fundamentals (3-days ILT)

- Service Portal Fundamentals (2-days ILT)

- Service Portal Advanced (2-days ILT)

- Service Portal Assessment Simulator

Micro-Certification (MC)

Additional Recommended
- Enabling Syntax Editor Macros in the Widget Editor (On Demand)
- Creating Simple Search Facets in a Service Portal (On Demand)
- Creating Simple Search Sources in a Service Portal (On Demand)